

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State/Territory WASHINGTON

ELIGIBILITY CONDITIONS AND REQUIREMENTS

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Process for the Investigation of Allegations of Resident Neglect  
and Abuse and Misappropriation of Resident Property  
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The state has in effect the following process for the receipt and timely review and investigation of allegations of neglect and abuse and misappropriation of resident property by a nurse aide or a resident in a nursing facility or by another individual used by the facility in providing services to such a resident.

1. The state provides a toll-free hotline to receive complaints of abuse, neglect, or misappropriation of resident property by any person. The state investigates all complaints, including neglect, abuse, and misappropriation of resident property by a nurse aid of a resident in a nursing facility, or by another individual used by the facility in providing services to such a resident.
2. The state has established and follows a system for assigning priorities for investigation, and required timeframes for completing investigations. The state has a formal system to track complaints and investigations. The complaint system processes complaints in a timely manner by assignment to survey and certification staff for investigation under facility licensing and certification requirements.
3. Upon completion of the investigation, a narrative report, along with other closing documents, is produced and returned to the survey and certification headquarters for distribution, referral, computer closure, and, when appropriate, sanctions. Referral is also made to the appropriate professional licensing and certification board for investigation and action.
4. By subcontract, the Department of Health (DOH) investigates complaints and operates the Nurse Assistant Registry. DOH, after notice to the individual involved, and a reasonable opportunity for a hearing for the individual to rebut allegations, makes a finding as to the accuracy of the allegation. If DOH finds that a nurse aid has neglected or abused a resident, or misappropriated resident property in the facility, the individual is notified of the finding, and the finding is placed on the registry. If DOH finds any individual used by the facility has neglected or abused a resident or misappropriated resident property in a facility, DOH notifies the appropriate licensure authority.

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